



# Web Cruiser DFM-560EL

## User's Guide

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Ver. A DFM-560EL

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RECYCLABLE

Printed in Taiwan



## **CE Mark Warning**

This is a Class B product. In a domestic environment, this product may cause radio interference, in which case the user may be required to take adequate measures

### **Warnung!**

Dies ist ein Produkt der Klasse B. Im Wohnbereich kann dieses Produkt Funkstörungen verursachen. In diesem Fall kann vom Benutzer verlangt werden, angemessene Massnahmen zu ergreifen.

### **Advertencia de Marca de la CE**

Este es un producto de Clase B. En un entorno doméstico, puede causar interferencias de radio, en cuyo caso, puede requerirse al usuario para que adopte las medidas adecuadas.

### **Attention!**

Ceci est un produit de classe B. Dans un environnement domestique, ce produit pourrait causer des interférences radio, auquel cas l'utilisateur devrait prendre les mesures adéquates.

### **Attenzione!**

Il presente prodotto appartiene alla classe B. Se utilizzato in ambiente domestico il prodotto può causare interferenze radio, nel cui caso è possibile che l'utente debba assumere provvedimenti adeguati.

## **FCC Warning**

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver

is connected.

-Consult the dealer or an experienced radio/ TV technician for help.

## VCCI Warning

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取扱説明書に従って正しい取り扱いをして下さい。

## LIMITED WARRANTY

D-Link provides this limited warranty for its product only to the person or entity who originally purchased the product from D-Link or its authorized reseller or distributor.

***Limited Hardware Warranty:*** D-Link warrants that the hardware portion of the D-Link products described below (“Hardware”) will be free from material defects in workmanship and materials from the date of original retail purchase of the Hardware, for the period set forth below applicable to the product type (“Warranty Period”) if the Hardware is used and serviced in accordance with applicable documentation; provided that a completed Registration Card is returned to an Authorized D-Link Service Office within ninety (90) days after the date of original retail purchase of the Hardware. If a completed Registration Card is not received by an authorized D-Link Service Office within such ninety (90) period, then the Warranty Period shall be ninety (90) days from the date of purchase.

<b><i>Product Type</i></b>	<b><i>Warranty Period</i></b>
Product (excluding power supplies and fans), if purchased and delivered in the fifty (50) United States, or the District of Columbia (“USA”)	As long as the original purchaser still owns the product
Product purchased or delivered outside the USA	One (1) Year
Power Supplies and Fans	One (1) Year
Spare parts and spare kits	Ninety (90) days

D-Link's sole obligation shall be to repair or replace the defective Hardware at no charge to the original owner. Such repair or replacement will be rendered by D-Link at an Authorized D-Link Service Office. The replacement Hardware need not be new or of an identical make, model or part; D-Link may in its discretion may replace the defective Hardware (or any part thereof) with any reconditioned product that D-Link reasonably determines is substantially equivalent (or superior) in all material respects to the defective Hardware. The Warranty Period shall extend for an additional ninety (90) days after any repaired or replaced Hardware is delivered. If a material defect is incapable of correction, or if D-Link determines in its sole discretion that it is not practical to repair or replace the defective Hardware, the price paid by the original purchaser for the defective Hardware will be refunded by D-Link upon return to D-Link of the defective Hardware. All Hardware (or part thereof) that is replaced by D-Link, or for which the purchase price is refunded, shall become the property of D-Link upon replacement or refund.

***Limited Software Warranty:*** D-Link warrants that the software portion of the product ("Software") will substantially conform to D-Link's then current functional specifications for the Software, as set forth in the applicable documentation, from the date of original delivery of the Software for a period of ninety (90) days ("Warranty Period"), if the Software is properly installed on approved hardware and operated as contemplated in its documentation. D-Link further warrants that, during the Warranty Period, the magnetic media on which D-Link delivers the Software will be free of physical defects. D-Link's sole obligation shall be to replace the non-conforming Software (or defective media) with software that substantially conforms to D-Link's functional specifications for the Software. Except as otherwise agreed by D-Link in writing, the replacement Software is provided only to the original licensee, and is subject to the terms and conditions of the license granted by D-Link for the Software. The Warranty Period shall extend for an additional ninety (90) days after any replacement Software is delivered. If a material non-conformance is incapable of correction, or if D-Link determines in its sole discretion that it is not practical to replace the non-conforming Software,

the price paid by the original licensee for the non-conforming Software will be refunded by D-Link; provided that the non-conforming Software (and all copies thereof) is first returned to D-Link. The license granted respecting any Software for which a refund is given automatically terminates.

***What You Must Do For Warranty Service:***

Registration Card. The Registration Card provided at the back of this manual must be completed and returned to an Authorized D-Link Service Office for each D-Link product within ninety (90) days after the product is purchased and/or licensed. The addresses/telephone/fax list of the nearest Authorized D-Link Service Office is provided in the back of this manual. FAILURE TO PROPERLY COMPLETE AND TIMELY RETURN THE REGISTRATION CARD MAY AFFECT THE WARRANTY FOR THIS PRODUCT.

Submitting A Claim. Any claim under this limited warranty must be submitted in writing before the end of the Warranty Period to an Authorized D-Link Service Office. The claim must include a written description of the Hardware defect or Software nonconformance in sufficient detail to allow D-Link to confirm the same. The original product owner must obtain a Return Material Authorization (RMA) number from the Authorized D-Link Service Office and, if requested, provide written proof of purchase of the product (such as a copy of the dated purchase invoice for the product) before the warranty service is provided. After an RMA number is issued, the defective product must be packaged securely in the original or other suitable shipping package to ensure that it will not be damaged in transit, and the RMA number must be prominently marked on the outside of the package. The packaged product shall be insured and shipped to D-Link, 53 Discovery Drive, Irvine CA 92618, with all shipping costs prepaid. D-Link may reject or return any product that is not packaged and shipped in strict compliance with the foregoing requirements, or for which an RMA number is not visible from the outside of the package. The product owner agrees to pay D-Link's

reasonable handling and return shipping charges for any product that is not packaged and shipped in accordance with the foregoing requirements, or that is determined by D-Link not to be defective or non-conforming.

***What Is Not Covered:***

This limited warranty provided by D-Link does not cover:

Products that have been subjected to abuse, accident, alteration, modification, tampering, negligence, misuse, faulty installation, lack of reasonable care, repair or service in any way that is not contemplated in the documentation for the product, or if the model or serial number has been altered, tampered with, defaced or removed;

Initial installation, installation and removal of the product for repair, and shipping costs;

Operational adjustments covered in the operating manual for the product, and normal maintenance;

Damage that occurs in shipment, due to act of God, failures due to power surge, and cosmetic damage; and

Any hardware, software, firmware or other products or services provided by anyone other than D-Link.

***Disclaimer of Other Warranties:*** EXCEPT FOR THE LIMITED WARRANTY SPECIFIED HEREIN, THE PRODUCT IS PROVIDED “AS-IS” WITHOUT ANY WARRANTY OF ANY KIND INCLUDING, WITHOUT LIMITATION, ANY WARRANTY OF MERCHANTABILITY, FITNESS



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***Limitation of Liability:*** TO THE MAXIMUM EXTENT PERMITTED BY LAW, D-LINK IS NOT LIABLE UNDER ANY CONTRACT, NEGLIGENCE, STRICT LIABILITY OR OTHER LEGAL OR EQUITABLE THEORY FOR ANY LOSS OF USE OF THE PRODUCT, INCONVENIENCE OR DAMAGES OF ANY CHARACTER, WHETHER DIRECT, SPECIAL, INCIDENTAL OR CONSEQUENTIAL (INCLUDING, BUT NOT LIMITED TO, DAMAGES FOR LOSS OF GOODWILL, WORK STOPPAGE, COMPUTER FAILURE OR MALFUNCTION, LOSS OF INFORMATION OR DATA CONTAINED IN, STORED ON, OR INTEGRATED WITH ANY PRODUCT RETURNED TO D-LINK FOR WARRANTY SERVICE) RESULTING FROM THE USE OF THE PRODUCT, RELATING TO WARRANTY SERVICE, OR ARISING OUT OF ANY BREACH OF THIS LIMITED WARRANTY, EVEN IF D-LINK HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES. THE SOLE REMEDY FOR A BREACH OF THE FOREGOING LIMITED WARRANTY IS REPAIR, REPLACEMENT OR REFUND OF THE DEFECTIVE OR NON-CONFORMING PRODUCT.

***GOVERNING LAW:*** This Limited Warranty shall be governed by the laws of the state of California.

Some states do not allow exclusion or limitation of incidental or consequential damages, or limitations on how long an implied warranty lasts, so the foregoing limitations and exclusions may not apply. This limited warranty provides specific legal rights and the product owner may also have other rights which

vary from state to state.

## **Wichtige Sicherheitshinweise**

1. Bitte lesen Sie sich diese Hinweise sorgfältig durch.
2. Heben Sie diese Anleitung für den spätern Gebrauch auf.
3. Vor jedem Reinigen ist das Gerät vom Stromnetz zu trennen.  
Verwenden Sie keine Flüssig- oder Aerosolreiniger. Am besten dient ein angefeuchtetes Tuch zur Reinigung.
4. Um eine Beschädigung des Gerätes zu vermeiden sollten Sie nur Zubehöerteile verwenden, die vom Hersteller zugelassen sind.
5. Das Gerät ist vor Feuchtigkeit zu schützen.
6. Bei der Aufstellung des Gerätes ist auf sichern Stand zu achten.  
Ein Kippen oder Fallen könnte Verletzungen hervorrufen.  
Verwenden Sie nur sichere Standorte und beachten Sie die Aufstellhinweise des Herstellers.
7. Die Belüftungsöffnungen dienen zur Luftzirkulation die das Gerät vor Überhitzung schützt. Sorgen Sie dafür, daß diese Öffnungen nicht abgedeckt werden.

8. Beachten Sie beim Anschluß an das Stromnetz die Anschlußwerte.
9. Die Netzanschlußsteckdose muß aus Gründen der elektrischen Sicherheit einen Schutzleiterkontakt haben.
10. Verlegen Sie die Netzanschlußleitung so, daß niemand darüber fallen kann. Es sollte auch nichts auf der Leitung abgestellt werden.
11. Alle Hinweise und Warnungen die sich an den Geräten befinden sind zu beachten.
12. Wird das Gerät über einen längeren Zeitraum nicht benutzt, sollten Sie es vom Stromnetz trennen. Somit wird im Falle einer Überspannung eine Beschädigung vermieden.
13. Durch die Lüftungsöffnungen dürfen niemals Gegenstände oder Flüssigkeiten in das Gerät gelangen. Dies könnte einen Brand bzw. Elektrischen Schlag auslösen.
14. Öffnen Sie niemals das Gerät. Das Gerät darf aus Gründen der elektrischen Sicherheit nur von autorisiertem Servicepersonal geöffnet werden.
15. Wenn folgende Situationen auftreten ist das Gerät vom

Stromnetz zu trennen und von einer qualifizierten Servicestelle zu überprüfen:

a –Netzkabel oder Netzstecker sind beschädigt.

b –Flüssigkeit ist in das Gerät eingedrungen.

c –Das Gerät war Feuchtigkeit ausgesetzt.

d –Wenn das Gerät nicht der Bedienungsanleitung entsprechend funktioniert oder Sie mit Hilfe dieser Anleitung keine Verbesserung erzielen.

e –Das Gerät ist gefallen und/oder das Gehäuse ist beschädigt.

f –Wenn das Gerät deutliche Anzeichen eines Defektes aufweist.

16. Bei Reparaturen dürfen nur Originalersatzteile bzw. den Originalteilen entsprechende Teile verwendet werden. Der Einsatz von ungeeigneten Ersatzteilen kann eine weitere Beschädigung hervorrufen.

17. Wenden Sie sich mit allen Fragen die Service und Reparatur betreffen an Ihren Servicepartner. Somit stellen Sie die Betriebssicherheit des Gerätes sicher.

18. Zum Netzanschluß dieses Gerätes ist eine geprüfte Leitung zu verwenden, Für einen Nennstrom bis 6A und einem Gerätegewicht größer 3kg ist eine Leitung nicht leichter als H05VV-F, 3G, 0.75mm<sup>2</sup> einzusetzen.

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# CHAPTER 1 INTRODUCTION

## Your D-Link WebCruiser

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The D-Link WebCruiser Data/Fax/Voice modem connects your computer to the Internet, all kinds of message services, and other popular Fax Modems.

This manual describes the features, procedures of installation, and AT command set, etc. of your modem.

Your D-Link WebCruiser ..

There are indicator lights and connectors on the front and back panel of this modem. Following is the meaning of these light and connectors:

### 1.External Front Panel

RD	:	Received Data indicator.
TD	:	Transmitted Data indicator.
CD	:	Carrier Detect indicator.
OH	:	Off Hook.

MR : Modem Ready.

## **2. External Rear Panel**

PHONE : Phone Jack.

LINE : Telephone line jack.

RS232 : RS232 cable socket.

AC-IN : AC adapter input.

ON/OFF : Power switch.



# Features

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The D-Link WebCruiser supports the following communication standards and operating systems:

**Note:** ITU-T is known as CCITT.

## Data

- ITU-T V.90  
ITU-T V.34, V.32bis, V.32, V.22bis, V.22
- Bell 103 & 212A
- V.42bis & MNP 5 ( Data compression )
- V.42 & MNP2-4 ( Error correction )

## Fax

- V.17 ( 14400bps FAX )
- V.29 ( 9600bps FAX )
- V.27ter ( 4800bps FAX )

## Voice

- Voice/Audio mode

# System Requirements

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Windows NT 4.0

Windows 95

Windows 98

Windows 2000.

# Package Checklist

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The D-Link WebCruiser package contains the following items:

- One Data/Fax/Voice modem
- One phone cable
- RS232 cable
- One CD with Drivers and Communication software
- One AC Adaptor
- One Installation Guide
- One User's Guide

If any of these items are missing or damaged, please contact your place of purchase.

# Trouble-shooting guide

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**Q1:** How can you connect the modem?

- Power down your computer.
- Using the cable provided, connect it to one of the serial port on your computer. Please refer to this installation guide page 5.
- If there is none left, please unplug one of the other devices (not mouse) and plug into that port.
- Power it up and Windows will detect it and then follow the instructions.

**Q2:** You do not know where to start. How can you install the modem?

- After completing the steps in Q1, follow the graphic example as shown in this modem installation guide page 7.

**Q3:** How can you test if the modem is installed properly or not?

- Go to Start > Settings > Control Panel > Modems > Diagnostics tab
- You should see a new modem installed on one of the COM port (eg. COM2 56000kbps V.90 modem). It could be COM1 or COM2 depending on your computer.
- Select the COM port with your modem, Click on “More Info...” button

- After a short while, you will see a window with the results coming back from modem.
- If there are no Error messages there, then the modem is working fine.
- Please contact your Internet Service Provider (ISP) in order to set up your Internet Connection using your Internet account.
- If you wish to install any fax software to be used with the modem, please contact the software vendor if you need help.

**Q4:** You just bought the 56k modem to replace your 33.6kbps modem for the Internet connection. It does not work! What can you do?

- Power down your PC, remove your existing modem, power up.
- Install the new 56k modem, do a diagnostic test.
- If it is alright, double-click on My Computer, double-click on Dial-up Networking, right-click once on your ISP connection icon, select Properties (left-click).
- Under “Connect Using:”, select the modem that you have just installed, eg. 56000bps V.90 modem.
- OK and then try to dial again as per normal.
- If it still fails, please contact your ISP for help.

**Q5:** The modem is disconnected immediately after it dials up. What is happening?

- Check the telephone number and make sure that it is a number for a V.90 modem pool.
- Check the username and password. Note that they are case-SENSITIVE.
- If you are unsure, please call your ISP for help.

**Q6:** The modem is disconnecting intermittently sometime after a random amount of time. What can you do to improve it?

- Go to Start > Settings > Control Panel > Modems
- Select your modem, click on Properties > Connection tab > Advanced button
- Under Extra Settings, type it  
AT+MS=56,1,300,38000
- OK, OK, OK and try to connect again.
- You could slowly increase the maximum speed from 38000 to 40000, to 42000, to 43000, to 44000, to 45000 until the line quality stops it from doing so.

# D-Link® Offices

## AUSTRALIA

### D-LINK AUSTRALASIA

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## CANADA

### D-LINK CANADA

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### D-LINK FRANCE

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78330 Fontenay Le Fleury France  
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## S. AFRICA

### D-LINK SOUTH AFRICA

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## TAIWAN

### D-LINK TAIWAN

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E-MAIL: [dssq@tw.dlinktw.com.tw](mailto:dssq@tw.dlinktw.com.tw)

## U.K.

### D-LINK EUROPE

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## U.S.A.

### D-LINK U.S.A.

53 Discovery Drive, Irvine, CA 92618 USA  
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BBS: 1-949-455-1779, 1-949-455-9616  
URL: [www.dlink.com](http://www.dlink.com) E-MAIL: [tech@dlink.com](mailto:tech@dlink.com), [support@dlink.com](mailto:support@dlink.com)

# Registration Card

***Print, type or use block letters.***

Your name: Mr./Ms \_\_\_\_\_

Organization: \_\_\_\_\_ Dept. \_\_\_\_\_

Your title at organization: \_\_\_\_\_

Telephone: \_\_\_\_\_ Fax: \_\_\_\_\_

Organization's full address: \_\_\_\_\_

Country: \_\_\_\_\_

Date of purchase (Month/Day/Year): \_\_\_\_\_

Product Model	Product Serial No.	* Product installed in type of computer (e.g., Compaq 486)	* Product installed in computer serial No.

(\* Applies to adapters only)

*Product was purchased from:*

Reseller's name: \_\_\_\_\_

Telephone: \_\_\_\_\_ Fax: \_\_\_\_\_

Reseller's full address: \_\_\_\_\_

**Answers to the following questions help us to support your product:**

**1. Where and how will the product primarily be used?**



☐Home ☐Office ☐Travel ☐Company Business ☐Home Business ☐Personal Use

**2. How many employees work at installation site?**

☐1 employee ☐2-9 ☐10-49 ☐50-99 ☐100-499 ☐500-999 ☐1000 or more

**3. What network protocol(s) does your organization use ?**

☐XNS/IPX ☐TCP/IP ☐DECnet ☐Others \_\_\_\_\_

**4. What network operating system(s) does your organization use ?**

☐D-Link LANsmart ☐Novell NetWare ☐NetWare Lite ☐SCO Unix/Xenix ☐PC NFS ☐3Com 3+Open

☐Banyan Vines ☐DECnet Pathwork ☐Windows NT ☐Windows NTAS ☐Windows '95

☐Others \_\_\_\_\_

**5. What network management program does your organization use ?**

☐D-View ☐HP OpenView/Windows ☐HP OpenView/Unix ☐SunNet Manager ☐Novell NMS

☐NetView 6000 ☐Others \_\_\_\_\_

**6. What network medium/media does your organization use ?**

☐Fiber-optics ☐Thick coax Ethernet ☐Thin coax Ethernet ☐10BASE-T UTP/STP

☐100BASE-TX ☐100BASE-T4 ☐100VGAnyLAN ☐Others \_\_\_\_\_

**7. What applications are used on your network?**

☐Desktop publishing ☐Spreadsheet ☐Word processing ☐CAD/CAM

☐Database management ☐Accounting ☐Others \_\_\_\_\_

**8. What category best describes your company?**

☐Aerospace ☐Engineering ☐Education ☐Finance ☐Hospital ☐Legal ☐Insurance/Real Estate ☐Manufacturing

☐Retail/Chainstore/Wholesale ☐Government ☐Transportation/Utilities/Communication ☐VAR

☐System house/company ☐Other \_\_\_\_\_

**9. Would you recommend your D-Link product to a friend?**

☐Yes ☐No ☐Don't know yet

**10. Your comments on this product?**

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**TO:**

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**D-Link®**